



Information about your drinking water

January 15, 2016

Dear Utility Customer:

On December 29, 2015 drinking water from the Seattle Public Utilities (SPU) Tolt Water Treatment Facility, located near Duvall, WA, did not meet treatment standards set by the state of Washington.

Operator error caused high turbidity water to reach the Tolt treatment filters. Turbidity is a measure of how cloudy the water appears. In this case, turbidity was continuously measured and was not noticeable to the eye, nor did it impact the taste or safety of the water.

Although this was not an emergency and the Washington State Department of Health (WDOH) concurs with SPU and the affected cities and districts that the water was and continues to be safe to drink, we are required by WDOH to notify affected consumers about this event.

What should I do?

You do not need to take any action. Your water was and continues to be safe to drink.

What happened?

Due to the high turbidity event, the Tolt treatment facility was temporarily shut down. This led to the loss of automatic disinfection (ozone and gas chlorination). Water system demand required that we restart the filters with manual chlorine disinfection and monitoring. During startup, turbidity levels in filtered water rose above the state standard of 1.0 turbidity units for about 17 minutes.

In response to the elevated turbidity, SPU started pumping water to the entire region from its Cedar River treatment facility near Renton, WA. This allowed the filters at the Tolt facility to be thoroughly cleaned and full disinfection capability to resume.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

Who did this impact?

Customers who receive water from the Cities of Bothell, Kirkland, Redmond, and Bellevue, as well as Woodinville Water District and Northshore Utility District were impacted (see map). Please share this information with others in the affected areas who may not have received this letter directly.

Again, your drinking water is safe, and there is no need for you to take any action. We know what caused this treatment problem and are working closely with WDOH to ensure it does not happen again.

If you have any questions about water quality, please contact the service provider in your area:

Woodinville Water District: 425-487-4100

Northshore Utility District: 425-398-4419

City of Redmond: 425-556-2847

City of Bothell: 425-488-0118

City of Kirkland: 425-587-3900

City of Bellevue: 425-452-6192

Thank you.

